

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP APPEAL BRIEF - PATENTS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Transmitted herewith for filing in the above-identified patent application are the following documents:

1. Appellants' Reply Brief pursuant to 37 C.F.R. §41.41 (7 pages); and

The Commissioner is hereby authorized to charge any fees that may be due, or to credit any overpayment, to Deposit Account No. **14-1315**, Ref. No.: **27996-133**.

Respectfully submitted,

Dated: May 26, 2009



Boris A. Matvenko, Reg. No. 48,165
Attorney/Agent for Applicants
MINTZ LEVIN COHN FERRIS, *et al.*
666 Third Avenue - 24th Floor
New York, New York 10017
Telephone: (212) 935-3000
Telefax: (212) 983-3115